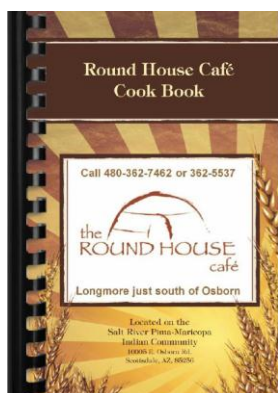




Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts November 1, 2013



ON SALE NOW: The Round House Café Cookbook!

"The Round House Café Cookbook" is on sale now in the Café just in time for the holidays, including more than 200 "Recipes of the Week" and bonus recipes, SRPMIC cultural information, and other fun food facts and tips. All Cookbook sales will be donated to the Salt River Community Children's Foundation. [Click here or on the Cookbook](#) to take you to an order form. Books should arrive in the Café before Thanksgiving.

Will we ever have the GIANT Bronto Ribs again? They are so awesome. As a matter of fact, we are going to serve them on Thursday December 12th at the 5th Annual Round House Café Customer Appreciation Employee Lunch – along with Shrimp Skewers and grilled to order New York Strip Steaks! Watch for details.

"Steak & Eggs" was not the same as in the past. Looked like steak-em jerky. Thanks for letting us know. We have added several new staff in the past month and we apologize for miscommunications that led to the error. We'll take a "do-better" slip on training. Watch for "the good steaks" next time around. We issued several coupons to disappointed customers like you. We appreciate your feedback.

What a great few days (during Native American Days). The food has been awesome, the entertainment wonderful. It was really a treat to see the windows (garage doors) open too! I'm looking forward to Thursday, especially since my family and I are planning on being here tomorrow evening (for the meal and activities) as well. Thanks for all you do. You've outdone yourselves! Thank you so much for the kind words. We have collaborated with Community Relations to make Native American Days an annual event to be enjoyed by both employees and Community Members alike. From the Chili Contest to the evening meal, it is a week of eventful fun. Thanks again for your generous praise. We appreciate it.

Thank you for catering the luncheon for our outside guests that presented in the ECS department today. The food and service were excellent. We appreciate your feedback and glad everything was to your liking. Our catering sales continue to increase year over year as we do more and more catering for satisfied customers.

I'm usually not interested in the Café contests, but you finally got to me with the State Fair Tickets. Thank you for doing the contests and giveaways. Keeps our break and meal times fun. We enjoy doing them and do try to do something for everybody! ☺

Sometimes I see the café workers chewing something while they're working. I hope it's gum and not food but whatever it is it bothers me to see. Gross. We are sorry that happened and have revisited our personal health habits in our daily training meetings. Thank you for letting us know.

Thanks for all the great German foods this week. Too bad Oktoberfest only comes once a year. It has all been delicious. Can't wait for sausages on Friday, but I think my favorites were the variety of German side dishes. Red cabbage, Brussel sprouts, hot German potato salad and so many more. We are glad to offer such a wide selection of entrees and sides in the Café on a regular basis. Be sure to get a copy of the Café Cookbook when it goes on sale with 211 recipes! Thank you so much for your kind remarks.

Can we buy Café Gift Certificates to give out as holiday gifts or employee rewards? Thanks for asking and the answer is YES - absolutely! Just call the Café at 480-362-5537 or 5538 and they will arrange the printing of your certificates in whatever quantities and denominations you desire. You can pay with credit card or p-card when you place your order.

What about putting out some cinnamon as a hot cereal topping? Would go good with the oatmeal. What a great idea! We'll make it happen. Watch for it soon.

Not sure if there's a standard size burrito...but mine seemed rather small this morning...compared to my many other burritos. Thanks for letting us know. You received a coupon for a future visit. We are training some new serving staff. We strive for consistency.

Kudos & Klouts (Customer Comments and/or Suggestions)

- The Fastest Pitch contest at Fall Overhaul was just plain fun. Thank you... (We sell fun!) ☺
- Chicken Noodle soup had "nothing left" inside at like 11:45
- Why does the center stand in the middle of the Café always seem to be out of soup spoons? (We'll buy more!)
- Outdoor tables aren't getting cleaned often enough. Weather's getting nice. Please clean the tables. (Will do. Thanks)
- Fries on my lunch today tasted old (You got a coupon)
- Something funny in my breakfast burrito (Turned out to be the stem from a green chili)
- (Ala carte) Popovers at the traditional evening meal were overpriced (Sorry that happened. Temp workers training)
- Tasted onion on the melon in my morning fruit cup (Never pleasant; we gave you a free fruit next day)
- Navy bean soup was extra good today. Recipe please (we directed you to our [online database](#). Glad you liked it)
- Looks like short black hairs in my clam chowder (Turned out to be shrimp veins – no worries – and thanks.)
- Love it when the oatmeal's cooked right; today was oatmeal soup... (Thank you for keeping us posted. We try!)
- Please always have the Balsamic vinaigrette – sometimes you do; sometimes not (We'll do better)
- Thanks for ORANGE Jell-O! (Glad you like)
- The spicy India food items always get two thumbs up. Serve them anytime (Many people like the spicy meals)
- Last batch of red chili beef had large, tough chunks of meat; not as tender as usual (We gave you a coupon)
- My breakfast biscuit was doughy in the middle (we replaced it for you. Thanks for letting us know)
- Pizza had weird topping. Had to spit it out (we replaced it for you. Thanks for letting us know)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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